

**From:** Gary Smith (Numar)  
**To:** 'microsoft.atr(a)usdoj.gov'  
**Date:** 1/15/02 1:38pm  
**Subject:** Why is Microsoft's stranglehold on computing being supported by U SDOJ?

I am so frustrated that I felt compelled to write.

I have been having considerable difficulty with instability of Windows98.

After months of trying to get Linux up and running I made the horrible mistake of purchasing Windows XP. It is a disaster. First time I have upgraded an operating system in 15 years where the upgrade is worse than the previous problem. Of course the non-working OS software is non-returnable (because Bill Gates doesn't have enough money yet I suppose?). Technical support is almost impossible to get. I should have just sent \$100.00 to the RNC. At least I would have felt better about who got my money. This guy is not right. He really needs to be reigned in. As for me, it's \$100.00 in the trash and back to wrestling with Linux.

Best Regards,

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